



POSITION DESCRIPTION

Senior and Disability Services Adult Protective Services (APS) Coordinator

Adult Protective Services Coordinator
EMPLOYEE NAME: <hr/>
Position Title: Adult Protective Services Coordinator
Classification/Salary Range: Adult Protective Services Coordinator / SEIU Range 11.5
Division/Unit: Senior and Disability Services / Adult Protective Services
Supervisor: Unit Manager
FLSA Status: Non-Exempt, Overtime eligible
Representation: SEIU
Position Location: Schaefers Building, 1015 Willamette, Eugene, OR, or S&DS satellite offices, or other locations as needed
Position Purpose
<p>The Adult Protective Services (APS) Coordinator works with a team of dedicated professionals to support the APS unit with tasks associated with conducting abuse investigations and providing protective services for older adults and adults with disabilities. This position assists the APS team with administrative tasks, supports access to services at S&DS and external community partners, and conducts field work to further investigations and protective services.</p> <p>Note: Essential competencies of this job are described under the headings below. They may be subject to change at any time. The omission of specific statements of duties does not exclude them from the position, if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee.</p>
Position Essential Functions

1. Completes clerical tasks and performs data entry
 2. Obtains documentation from external entities
 3. Coordinates access to internal and external services
 4. Completes field visits with investigative contacts and provides intervention assistance
 5. Act as backup to APS Support
- Completes clerical tasks and performs data entry
 - Enters information into the designated reporting system as requested by APS Specialists/Investigators
 - Scans and uploads documentation into the designated reporting system as needed for protective service investigations
 - Contacts alleged victims to obtain demographic data and enters the data into the designated reporting system
 - Assists with labeling documents in the designated reporting system per policy
 - Reviews internal and external programs to locate information needed for investigations.
 - Obtains documentation from external entities
 - Uses external entities' required process to request documentation.
 - Requests documents from external entities for APS Investigations such as but not limited to Law Enforcement, Financial Institutions, hospitals, and care facilities
 - Follows up on all requests by phone, email, or in person to ensure documentation is received or a refusal from the outside entity to provide documentation is noted
 - Analyze and summarize information from external documents into the designated reporting system
 - Coordinates access to internal and external services
 - Complete referral forms for internal and external community partners
 - Follows up with external and internal community partners to ensure referral was received and document follow-up in the designated reporting system
 - Collaborates with internal and external community partners to provide additional information on referral as needed
 - Provides accompaniment and other support to access services as determined by APSS

- Completes field visits with investigative contacts and provides intervention assistance
 - Conducts home visits with APSS to provide support when needed
 - Makes independent follow-up visits to assist investigative contacts with completing paperwork for interventions in the field such as but not limited to Restraining Orders, Release of Information documentation, obtaining financial documentation, etc.
 - Coordinates or provides transportation per agency policies to investigative contacts in order to facilitate protective services
 - Provides protective services support and follow up to investigative contacts such as providing emergency food boxes or obtaining status updates
- Acts as backup to APS Support

Other Duties of Position

Provides back-up support to other positions in the office in case of absence or work overload.

Commitment to working effectively and collaboratively with clients and colleagues from diverse backgrounds, in support of an inclusive and respectful environment.

Works to participate in the learning environment within the division.

Regular and on-time attendance.

Other duties as assigned.

Minimum Qualifications

Minimum Qualifications – A qualified applicant will have a minimum of two (2) years of equivalent combination of education and/or experience which demonstrates the knowledge, skills and abilities required. The following qualifications meeting the minimum requirements will be considered:

- AA or Bachelor's Degree with an emphasis in human services, social, behavioral, or criminal sciences.

- At least one year related experience providing social service or service-related work, OR experience working or volunteering with seniors and/or people with disabilities

Or: Any combination of education and experience that provides the occupant with the desired skills, knowledge, and ability required to perform the job.

Valid Oregon State driver's license.

Passing a background check is required for this position.

Knowledge, Skills & Abilities

Excellent written and oral communication skills.

Ability to think creatively and respond to a changing environment.

Organized and able to manage time wisely.

Cooperative and collaborative attitude.

Ability to establish and maintain effective working relationships.

Ability to work independently and as a member of a team.

Demonstrates sensitivity to the issues associated with low income, disability, diversity, and aging.

Ability to communicate effectively with participants, volunteers, and community members to promote their participation or resolve their concerns with professionalism and respect.

Ability to organize, plan, and coordinate multiple tasks with attention to detail; handle multiple interruptions, maintain focus on tasks and produce accurate work.

Signatures

Employee signature and
date _____

Manager signature and
date _____

Human Resources signature and
date _____

5/10/24